



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/825,645	04/15/2004	Chad Vos	1160215/0431069	8422

26874 7590 07/11/2008
FROST BROWN TODD, LLC
2200 PNC CENTER
201 E. FIFTH STREET
CINCINNATI, OH 45202

EXAMINER

HASHEM, LISA

ART UNIT	PAPER NUMBER
----------	--------------

2614

NOTIFICATION DATE	DELIVERY MODE
-------------------	---------------

07/11/2008

ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

patents@fbtlaw.com

Office Action Summary	Application No. 10/825,645	Applicant(s) VOS ET AL.	
	Examiner LISA HASHEM	Art Unit 2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 April 2008.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-13, 16-18 and 20-24 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-13, 16-18 and 20-24 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

FINAL DETAILED ACTION

Response to Arguments

1. Applicant's arguments with respect to claims 1-13, 16-18, and 20-24 have been considered but are moot in view of the new ground(s) of rejection.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-13, 16-18, and 20-24 are rejected under 35 U.S.C. 102(e) as being anticipated by U.S. Pat. Appl. Publ. No. 2004/0264670 by Flores et al, hereinafter Flores.

Regarding claim 1, Flores discloses a system (Figures 1-3) for processing user inquiries (i.e. customer requests) (Fig. 1, 155; section 0024), the system comprising:

a global knowledge database (i.e. service resource; Fig. 1, 160; section 0032) including a plurality of categorized responses (i.e. different service responses; section 0035-0036) corresponding to a plurality of user inquiries wherein each categorized response comprises at least one identifier (i.e. resource availability; resource skill; resource language; weighted criteria; section 0042-0046);

a first response system (i.e. customer service representative (CSR)) in communication with the global knowledge database, the first response system configured to provide a first categorized response included in the global knowledge database to a first user inquiry, the first response

Art Unit: 2614

system being of a first type of response system (section 0032; 0035; 0036);
a second response system (i.e. IVR or web site) in communication with the global knowledge database, the second response system configured to provide a second categorized response included in the global knowledge database to a second user inquiry, the second response system being of a second type of response system (section 0032; 0035; 0036);
an analysis database (Fig. 1, 150; Fig. 3, 310) configured to store and analyze first data relating to the categorized responses provided by the first response system and the second response system, and second data relating to the identifiers of the first response and the second response (section 0034; 0051; 0056); and
a report generator (Fig. 1, 150; Fig. 4) configured to generate an interactive report using the data stored in the analysis database, wherein the report comprises a plurality of categories, wherein each category corresponds to a response system, a categorized response, an identifier of a categorized response, or a combination thereof (section 0034; 0054-0057).

Regarding claim 2, see section 0042-0046 (i.e. resource availability; resource skill; resource language; resource cost; resource service efficiency; resource sales efficiency; resource customer satisfaction; resource management satisfaction).

Regarding claim 3, see section 0032.

Regarding claim 4, see section 0032.

Regarding claim 5, see section 0026; 0035 (Fig. 1, 105).

Regarding claim 6, see section 0032.

Regarding claim 7, see section 0032; 0035.

Regarding claim 8, see section 0028-0029; 0038.

Regarding claim 9, see section 0028-0029; 0038.

Regarding claim 10, see section 0032.

Regarding claim 11, see section 0036; 0039; 0046; 0051.

Regarding claim 12, see section 0036; 0039; 0046; 0051.

Regarding claim 13, Flores discloses a method for managing user inquiries (i.e. customer requests) (Fig. 1, 155; section 0024), the method comprising:

receiving an inquiry from a user (section 0035);

retrieving a categorized response (i.e. different service response; section 0035-0036) to the user inquiry from a global knowledge system (i.e. service resource; Fig. 1, 160; section 0032) wherein each categorized response comprises at least one identifier (i.e. resource availability; resource skill; resource language; weighted criteria; section 0042-0046);

providing the categorized response to the user with a response system (section 0036);

storing an identifier of the categorized response in an analysis database (Fig. 1, 150; Fig. 3, 310) (section 0034; 0051);

storing an identifier of the response system in the analysis database (section 0056); and

generating a report using the identifiers stored in the analysis database (section 0034; 0054-0057); wherein said report comprises an illustration of categorized responses organized into a plurality of categories corresponding to a categorized response, an identifier, a response system, or a combination thereof, wherein the plurality of categories are proportionally sized, and wherein selection of a category from said plurality of categories causes a display of linked additional data (section 0041-0046; Fig. 4; 0054-0057).

Regarding claim 16, see section 0051-0052; 0054-0057.

Regarding claim 17, Flores discloses a system (Figures 1-3) for processing user inquiries (i.e. customer requests) (Fig. 1, 155; section 0024), the system comprising: a first response system (i.e. customer service representative (CSR)) configured to provide a first categorized response (i.e. different service responses; section 0035-0036) to a first user inquiry, wherein the first categorized response comprises at least one identifier (i.e. resource availability; resource skill; resource language; weighted criteria; section 0042-0046), the first response system being a first type of response system (section 0032); a second response system (i.e. IVR or web site) configured to provide a second categorized response to a second user inquiry independent of the first response system, wherein the second categorized response comprises at least one identifier (i.e. resource availability; resource skill; resource language; weighted criteria; section 0042-0046), the second response system being a second type of response system (section 0032); a global knowledge database (i.e. service resource; Fig. 1, 160) configured to communicate with the first response system and the second response system (section 0032); an analysis database (Fig. 1, 150; Fig. 3, 310) configured to store and analyze data related to the categorized responses, the response systems, the identifiers, or a combination thereof (section 0034; 0051; 0056); and a report generator (Fig. 1, 150; Fig. 4) configured to generate a report based on the data analyzed by the analysis database, wherein the report comprises at least one recommendation regarding at least one response system (section 0034; 0036; 0046; 0054-0057).

Regarding claim 18, see section 0032.

Regarding claim 20, see section 0036; 0046; 0056.

Art Unit: 2614

Regarding claim 21, see section 0036; 0046; 0056.

Regarding claim 22, see section 0036; 0046; 0056.

Regarding claim 23, see section Fig. 4; 0054-0057.

Regarding claim 24, see section 0036; 0046; 0056.

Conclusion

4. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

5. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. See PTO-892 Form.

6. Any response to this action should be mailed to:

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Or faxed to:

(571) 273-8300 (for formal communications intended for entry)

Or call:

(571) 272-2600 (for customer service assistance)

Any inquiry concerning this communication or earlier communications from the examiner should be directed to LISA HASHEM whose telephone number is (571)272-7542. The examiner can normally be reached on M-F 8:30-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on (571) 272-7547. Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Group receptionist whose telephone number is (571) 272-2600.

7. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

/Fan Tsang/
Supervisory Patent Examiner, Art Unit 2614

/Lisa Hashem/
Examiner, Art Unit 2614
July 6, 2008